

eCampus-Based Programs' System Executive Summary

The eCB System Benefits are:

- Option A reduces costs by \$1.3 million starting in FY03 with a payback in FY05. Option B reduces costs by \$1.4 million starting in FY03 with a payback in FY05.
- Integrates with other modernization projects identifying complimentary functions and re-usable components (FMS reporting, COD pre-populating FISAP, common institution and SFA web panels)
- Increases customer satisfaction with new self-service capabilities, an alternative FISAP submission process and real-time FISAP correction
- Tombstones a 20 year-old legacy system with historical knowledge residing with two individuals
- Decreases processing time (5 days to real-time editing), enables institutions and servicers to sequence the FISAP process, and allows for the pre-population of FISAP grids
- Facilitates the challenge to recruit and retain employees with new "State of the Art Technology" and a more streamlined business process

Administering the Campus-Based (CB) Program encompasses two major functions for SFA: Application and Allocation. Schools apply for Campus-Based funding and SFA allocates funding to schools in accordance with funding algorithms. The eCampus-Based (eCB) project addresses the application and allocation processes.

The value of the eCB System lies in reduced costs, increased customer satisfaction, and increased employee satisfaction. Reduced costs result from a cutting maintenance costs from \$1.4 million to \$645,000 per year. These savings of \$755,000 result from eliminating costs associated with the legacy system and reducing costs associated with providing programmatic support (e.g. conference support, document maintenance, etc.). A slight cost savings in operations is achieved as well. Currently the CB System runs in an IBM/VSAM environment at a cost of \$802,840 per year. During the first phase of this project, a technical architecture for the eCB System was developed and VDC estimates for running the new system are \$708,400/year.

From a school standpoint, the result of this architecture change is quicker (ie, real-time) editing of FISAP data. Currently a school enters its FISAP data and transmits via EDConnect over TIVWAN, and receives an edit message about five days later. Many of those edits are simple field checks that could be done up front if available web technology was used. We plan to do just that. The Web/Oracle architecture to be employed in this project will enable us to front-load many of the FISAP edits and reduce the uncertainty and waiting time schools currently endure before knowing their FISAP data has been accepted and their allocation is being calculated.

Modernizing the CB System will improve employee satisfaction and retention. Employees will benefit from reporting on the allocation process that allows power-users within the channel to run real-time canned reports against the FISAP database. New technology and streamlined business processes will attract and retain skilled workers.

For SFA, this project brings the CB Programs into conformance with the modernization principles. First by retiring the 20-year old CB System and replacing it with a system that delivers increased functionality and increased customer satisfaction. Second, by aligning with the modernization target state vision.

The eCB System:

- Supports FMS as the financial control and reporting system for the modernized SFA;
- Supports the internet/portal strategy as the remote access method of choice for SFA;
- Conforms to the application architecture documented in the blueprint and the target state vision;
- Will accept aggregated student data from the COD System.

The eCB System requires an investment now to achieve the modernization goals that it set out to accomplish. The value created by this project includes increased customer satisfaction, increased employee satisfaction, and a reduced operating costs. The project contributes to untangling the hairball by conforming to the modernization architecture and by complementing other modernization initiatives (FMS and COD).